Abstract of the Disclosure

    The present invention provides for modification of call features and the priority to initiate these call features on an overall office, group, or subscriber

5 level. In essence, configurable feature queues may be created and associated with any number of subscribers or groups of subscribers in a call processing environment. Preferably, a standard feature queue is provided for an office. The call features and the sequence in which the

10 call features are implemented are modifiable within the standard feature queue for the entire office. Additional feature queues for identified groups of subscribers may be created and modified as desired to provide a unique feature queue for that particular group. Similarly,

15 feature queues may be created and modified for individual subscribers. As such, the present invention provides for customized feature queues on a per-office, per-group, or per-subscriber level.